

ABSTRACT OF THE DISCLOSURE

- 5 A service system associated with a web site establishes a respective communication session for each of at least selected web pages and joins to the session any party currently viewing the page. A sessions overview subsystem is notified of parties joining and leaving sessions and maintains a real-time database of current page sessions and the parties currently joined to each session. A user interface of the overview subsystem dynamically generates a
10 sessions overview page from the real-time database and serves this page to a requesting permitted user, such as a customer service representative in a contact center associated with the service system. The permitted user can then select a specific session and request to be joined to it.

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(Fig. 25)